

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**Summary of Cases Received**  
**By Health Plan**  
**January – June 2004**

Aetna US Health Care		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned	
January - June 2004								
Behavioral Health								
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient	2				2			
Outpatient								
Pharmacy								
Rehab Services								
<b>Totals</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions			Open
Total Cases: 33	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	11	2	2		3	2	2	1
Cosmetic/Reconstructive	2				1			
Dental								
Diagnostic Services								
Durable Medical Equipment	1					1		
Emergency Care								1 2 1
Excluded Services								
Experimental	6	1			3	1		
Infertility Care	8	2			3	1		
Inpatient	4		1		1	1		
Outpatient	1				1			5
Pharmacy								
Rehab Services								
Visual Services								
<b>Totals</b>	<b>33</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>12</b>	<b>6</b>	<b>2</b>	

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions			Open
Total Cases: 8	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	2	1			1			
Cosmetic/Reconstructive								
Dental								
Diagnostic Services	1					1		
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	1					1		
Pharmacy	3				2	1		
Rehab Services	1		1					
<b>Totals</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>

Fallon Community Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 9	Received	Ineligible	Resolved	Health Plan did not meet	Upheld	Overtured	Partially	
January - June 2004							Overtured	
				Time Frame				
Behavioral Health	4				2	1		1
Cosmetic/Reconstructive								
Dental	1	1						
Diagnostic Services	1		1					
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient	2	2						
Outpatient	1		1					
Pharmacy								
Rehab Services								
<b>Totals</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions			Open
Total Cases: 39	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	24	2	4	1	7	5	2	3
Cosmetic/Reconstructive								
Dental	1	1						
Diagnostic Services	1	1						
Durable Medical Equipment	1	1						
Emergency Care								
Excluded Services	2	2						
Experimental	1					1		1
Infertility Care	3					2		
Inpatient								
Visual Services								1
Outpatient	3	1			1			
Pharmacy								5
Rehab Services	3	3						
<b>Totals</b>	<b>39</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>8</b>	<b>2</b>	

Health New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 9	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	1					1		
Cosmetic/Reconstructive	2	2						
Dental								
Diagnostic Services	1	1						
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental	1							
Infertility Care	1							
Inpatient								
Outpatient	3	2			1			
Pharmacy								
Rehab Services								
Visual Services								
Totals	9	5	0	0	1	1	0	

John Alden Life Insurance		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	1							1
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	1	1						
Pharmacy								
Rehab Services								
Visual Services								
<b>Totals</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

Neighborhood Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 3	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - June 2004				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment	1	1					
Emergency Care							
Excluded Services							
Experimental							
Infertility Care	1	1					
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Visual Services							
<b>Totals</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Open

0



New England Life Insurance		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health								
Cosmetic/Reconstructive								
Dental								
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient	1				1			
Pharmacy								
Rehab Services	1				1			
<b>Totals</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

Other (Self-funded)		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - June 2004				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment	1	1					
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Open

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Tufts Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 41	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	6	4			2			1
Cosmetic/Reconstructive	5	1			3	1		
Dental	2	2						
Diagnostic Services	1							
Durable Medical Equipment	1				1			
Emergency Care								2
Excluded Services	1	1						
Experimental								
Infertility Care	11	3			5	1		
Inpatient	1	1						
Outpatient	6	2			4			1
Pharmacy								
Rehab Services	7	1	1		2	1	1	1
<b>Totals</b>	<b>41</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>4</b>

United Health Care of New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 13	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January - June 2004				did not meet			Overtured	
				Time Frame				
Behavioral Health	11		2		3	2	1	3 1
Cosmetic/Reconstructive	1							
Dental	1	1						4
Diagnostic Services								
Durable Medical Equipment								
Emergency Care								
Excluded Services								
Experimental								
Infertility Care								
Inpatient								
Outpatient								
Pharmacy								
Rehab Services								
Visual Services								
<b>Totals</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	